

### 3 CMtrac™ - Change Management Tracking Tool Overview

CMtrac™ is an innovative web-based tool for controlling and tracking change processes. This tool provides businesses with a simple mechanism to define and assemble change processes into a graphical representation and then utilize these definitions to drive consistency, control and continuous improvements into key business processes.

#### Key Features of CMtrac™

- ❖ Visual Flows and Metrics
- ❖ Electronic Signatures
- ❖ Personalized Interface
- ❖ Area Mapping
- ❖ Area Visualization Option with Drill-Down
- ❖ Document Management
- ❖ Simple Workflow Setup
- ❖ Audit Trails

The screenshot displays the CMtrac web application interface. On the left is a navigation sidebar with the CMtrac logo, user information (Kevin DeWitt), and a menu for 'My Roles' and 'Tools'. The 'Tools' menu includes 'Initiate New CR', 'View Change Requests' (highlighted), 'Document Management', 'Search Engine', and 'Area Documents'. The 'Admin' menu includes 'Roles', 'Users', 'Types', 'Tasks', 'Workflow Template', 'Area Management', 'Audit Trail', and 'Activity Report'. The main content area is titled 'View Change Requests' and features several filters: Status (IN PROCESS), Initiator (ALL INITIATORS), Type (ALL TYPES), and Template (ALL TEMPLATES). There is also an 'Area' field, a 'Search' bar, and an 'Order By' dropdown set to 'Create Date' with options for 'Ascending' and 'Descending'. Below the filters is a table titled 'Change Requests' with columns: Name, Template, Current Task, and Created. The table contains one entry: 'CMTRAC V1.6.7 : 49' with template 'ROUTINE CHANGE' and current task 'DESIGN APPROVED?'. Above the table, there are status indicators: On Time (green check), Late (yellow triangle), Canceled (red X), and Disapproved (red diamond), along with a summary: 'Total:1 On Time:0 Late:1'.

#### Visual Flows and Metrics

Each initiated change request has a graphical workflow representation. Each task within the workflow can be selected to review the details of that task including past, current, and future tasks. A duration period is stored for each task in the workflow template which allows the metrics to be calculated, stored and displayed real-time.

## Electronic Signatures

Each time a task is completed a transaction is stored in the underlying SQL Server database used by CMtrac™. This transaction constitutes an electronic record of the task completion, approvals and disapprovals.

#### Required Signatures

- ✓ PROCESS OPERATOR - Joe Manager (1/19/2007 3:13:19 PM)
- ✓ PROCESS OPERATOR - John Doe (1/19/2007 3:10:36 PM)
- ✓ PROCESS OPERATOR - Johnny Initiator (1/19/2007 3:11:58 PM)
- ✓ PROCESS OPERATOR - Manager Doc (1/19/2007 3:10:14 PM)

## Personalized Interface

**My CMtrac™** is a dashboard tailored specifically to the logged-in user showing all change requests that they initiated and all tasks across all workflows that currently require their attention and approval.

The screenshot shows the 'My CMtrac™' dashboard for user Kevin DeWitt. The left sidebar contains the CMtrac™ logo, user name, roles, and a list of tools and recently viewed CRs. The main content area includes a welcome message, status indicators (On Time, Late), a table of change requests, and a section for tasks requiring attention.

**My CMtrac™**  
Kevin DeWitt, Welcome to CMtrac™  
✓ On Time ⚠ Late (Click icon to view variance)

**My Change Requests**

Change Requests	Template	Current Task	Created
✓ TEST FOR MOX : 50	DOCUMENT CHANGE	DEFINE REQUEST	12/12/2007

**Tasks Requiring My Attention**  
No Change Requests Found

**Left Sidebar:**  
CMtrac™ Configuration Management Tracking  
Kevin DeWitt  
My Roles Logout  
My CMtrac™  
Tools:  
Initiate New CR  
View Change Requests  
Document Management  
Search Engine  
Area Documents  
Recently Viewed CRs:  
TEST FOR MOX : 50  
CMTRAC V1.6.7 : 49

## Area Mapping

CMtrac™ allows an Administrator to map the physical Areas associated with a business, breaking them down into specific parent and child sub-areas. Users can also be tied to individual Areas as the Area Manager or Area Engineer. Areas can be introduced as an integral part of both Change Request and Document Management.

One or more Areas can optionally be assigned to an individual Change Request. This provides the ability to track and audit change by Area. In the case of Area Managers and Area Engineers, Area Mapping also ensures that the appropriate Users are notified and permitted to apply Required Signatures.

### Area Management

DEWITT SYSTEMS, INC.	
Name	DEWITT SYSTEMS, INC.
Engineer	NO ENGINEER
Manager	NO MANAGER
GUI Code	DSI
Description	DEWITT SYSTEMS, INC.

Update

DEWITT SYSTEMS, INC.

- BSPORTAL
- CMTRAC
- INCI DICTIONARY
- INCITOOLS
- NPITRAC
- ORGTOOLS
- POLICIES & PROCEDURES

Add Area

Documents can also be associated to specific Areas. This provides greater flexibility in organizing and searching for individual documents. It also provides a method of ensuring that the proper documentation is modified to reflect change assigned to a specific Area.

### Area Visualization Option with Drill-Down

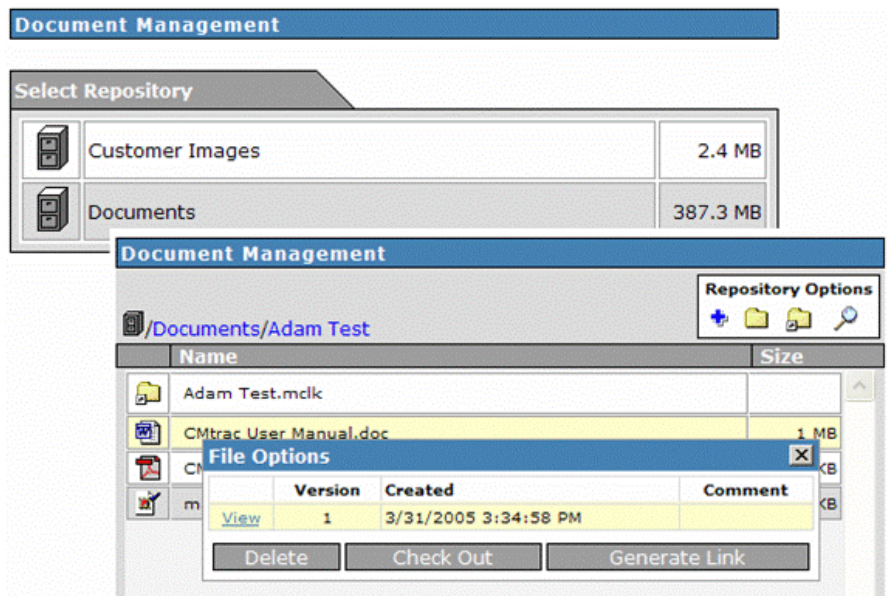
The CMtrac™ interface can be customized to meet specific organizational requirements. A graphical map of your site or specific buildings can be created to allow users to access information about a specific area using the visual representation rather than the normal hierarchical list of areas. The maps can have a drill-down capability incorporated starting with a larger area, then progressing down to a pixel level showing all of the associated details and documentation for each chosen area throughout the path.



### Document Management

- ✓ Manage Repositories / Folders
- ✓ Upload with Comments
- ✓ Checkin / Checkout
- ✓ View other versions
- ✓ Simple Interface

Documents can be attached to a specific Task for an individual Change Request. Check In and Check Out functionality allows the revision history of a document to be stored and viewed. General Documents can also be stored and managed through the Document Management module. The functionality is like a Windows



file system allowing the creation of directories and subdirectories where the documents reside.

## Simple Workflow Setup

Workflow Templates are the foundation of a Change Request Workflow. Multiple CR Workflows can be initiated from one Workflow Template. Multiple Templates can be constructed to support different types of Change Management items. A simple tool allows administrators to build standard workflow templates that are used to launch workflows. **No Programming Required! Creation of Templates is totally data driven, allowing simple user interaction.**

Configuration of each task in the workflow includes:

- ▶ Task Type (ACTION, DECISION, PENDING or ACKNOWLEDGE)
- ▶ Special Instructions
- ▶ Expected Duration
- ▶ Required Signatures
- ▶ Email Notifications

**Template Instructions**

Be sure to provide all of the necessary information for the change.

Update Instructions

**Template Task Administration**

**Assigned**

1-PREPARE REQUIREMENTS FORM ◻  
2-REVIEW CHANGE O  
3-DOCUMENT APPROVALS ◻  
4-RELEASE TO PRODUCTION ◻

**UnAssigned**

APPROVAL TO INSTALL ◻  
AREA ENGINEER APPROVAL TO OPERAT  
AREA ENGINEER REVIEW O  
AREA MANAGER APPROVAL O  
AREA MANAGER APPROVAL TO OPERAT  
ATTACH CR SUPPORT DOCUMENTS ◻  
CHANGE SKU IN STOCK ◻  
CMC CLOSURE ◻  
CR CLOSURE ◻  
IMPLEMENT CHANGE AND MODIFY DOCI

**Task info for REVIEW CHANGE (ACK)**

**Standard Instructions**

**Special Instructions**

Please review all attached documentation and comments and sign off if you agree with the change.

**Duration (days)** 3 

Update Duration

Update Instructions

**Required Signatures for Task**

**Assigned**

ENGINEERING DIRECTOR

**UnAssigned**

AREA ENGINEER  
AREA MANAGER  
CALIBRATION SUPERVISOR  
CMC ADMINISTRATOR  
CR FORM APPROVER

**Notifications for Task**

**Assigned**

ENGINEERING DIRECTOR

**UnAssigned**

AREA ENGINEER  
AREA MANAGER  
CALIBRATION SUPERVISOR  
CMC ADMINISTRATOR  
CR FORM APPROVER



## Audit Trails

CMtrac™ maintains an archive of all In-Process, Completed and Cancelled Change Request Workflows. The Audit Trail module allows you to generate a report of any current or historical Change Request Workflow. The report provides all of the details for the change request as well as for each task within the change request including electronic signatures with a date/timestamp, applied documents and any associated instructions and comments. In addition, the audit trail reports module provides reports for changes made to Areas and Users.

**Audit Trail**

Change Requests | Areas | Users

Status: **ACTIVE** | Text Search:  | Clear

Custom Range | Journal Records Date Range: Begin  End

Order: ☒ Ascending ☐ Descending | Build Audit Trail

☒ Active ☒ InActive

Example of an Audit Report for a User.

### Kevin DeWitt

**Status**

ACTIVE

**First Name**

Kevin

**Middle Name**

**Last Name**

DeWitt

**Person Name**

Kevin DeWitt

**Username**

kevin

**Email**

kevin@dewittsystems.com

**Authentication Type**

DOMAIN: DEWITTSYSTEMS

**Last Modified By**

System Administrator on 10/31/2005

**Assigned Roles**

ADMINISTRATOR (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 AREA ENGINEER (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 AREA MANAGER (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 BUSINESS MANAGER (Assigned by Kevin DeWitt On 9/7/2006 10:45:38 AM)  
 CR INITIATOR (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 DOC MANAGER (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 PDM - ENGINEER (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 PENDING TASK DESIGNATOR (Assigned by System Administrator On 10/31/2005 3:17:50 PM)  
 SOFTWARE ENGINEER (Assigned by Julie Hawkins On 1/26/2006 10:11:12 AM)  
 SOFTWARE OWNER (Assigned by System Administrator On 10/31/2005 3:17:50 PM)

## Platform Requirements

<b>Server:</b>	Microsoft® Windows Server 2000/2003 running IIS
<b>Database:</b>	Microsoft® SQL Server™ 2005 with Reporting Services
<b>Client:</b>	Microsoft® Internet Explorer 6 or greater / Firefox 2 or greater